Administrative Assistant & Front Desk

- 50 Training Activities for Administrative, Secretarial, and Support Staff
- Acting as Gatekeeper
- Anticipating Needs
- Assertiveness Skills for the Receptionist
- Be the Point Person
- Detail-Oriented Skill Development
- Effective Telephone Communication Skills for Receptionists
- Making Travel Arrangements
- Managing the Front Desk
- Organization: Calendars
- Organization: Emails
- Organization: Filing Systems
- Organization: Taking Inventory
- Organization: Voicemails
- Planning and Coordinating Events
- Preparing a Room for a Meeting
- Prioritization Techniques
- Professional Telephone Skills
- Routing a Problem
- Safety and Security Begins at the Front Desk
- Telephone Techniques: Angry Callers
- Telephone Techniques: Greeting
- Telephone Techniques: Hold, Please
- Telephone Techniques: Phone Etiquette
- Telephone Techniques: Taking Calls
- Telephone Techniques: Taking Messages
- The Exceptional Secretary, Administrative Professional and Executive Assistant

Business Skills

- 4 Steps for Handling Potentially Unethical Situations
- AI Business Essentials Part 1: ChatGPT
- Basics: Introduction to Business Math
- Basics: Multiplying and Dividing Signed Numbers
- Basics: Positive and Negative Numbers
- Be a Math Rockstar
- Be a Math Rockstar Part 2
- Business Attire Basics for Men: Black Tie Attire
- Business Attire Basics for Men: Black Tie Optional Attire
- Business Attire Basics for Men: Business Casual Attire
- Business Attire Basics for Men: Business Formal Attire
- Business Attire Basics for Men: Casual Attire
- Business Attire Basics for Women: Black Tie Attire
- Business Attire Basics for Women: Black Tie Optional Attire
- Business Attire Basics for Women: Business Casual Attire
- Business Attire Basics for Women: Business Formal Attire
- Business Attire Basics for Women: Casual Attire
- Business Attire Basics for Women: Semi-Formal/Cocktail Attire
- Business Meals: Attending a Business Meal
- Business Meals: Hosting a Business Meal
- Business Planning for Beginners
- Business statistics: Mean, Median and Mode
- Business statistics: Standard Deviation
- Business statistics: The Bell Curve
- Business statistics: Variance
- Business statistics: Weighted Averages
- Business statistics: When to Use Mean, Median and Mode
- Business Travel: Before Leaving
- Business Travel: Business Travel
- Business Travel: Hotel, Motel, Holiday Inn
- Business Travel: International Business Travel
- Business Travel: I’ve Got a Plane to Catch
- Business Travel: My Bags Are Packed
- Business Travel: Safe Travels
- Business Travel: Staying Healthy
- Business Travel: Technology Security
- Business Travel: There’s an App for That
- Change Management: Change Behaviors
- Change Management: Change for Managers
- Common Ethical Traps in Business
- Complete Interviewing Skills Part 1
- Complete Interviewing Skills Part 2
- Complete Interviewing Skills Part 3
- Complete Interviewing Skills Part 4
- Complete Interviewing Skills Part 5
- Concept Evaluation: 01. Identifying Opportunities
- Concept Evaluation: 02. Finding Support
- Concept Evaluation: 03. Making Decisions
- Conversions: Decimal to Percent and Fraction
- Conversions: Fraction to Decimal and Percent
- Conversions: Percent to Decimal and Fraction
- Creativity: 01. Getting Creative
- Creativity: 02. Logic vs Creativity
- Creativity: 03. Techniques
- Creativity: 04. Defining Problems
- Creativity: 05. Generate and Evaluate
- Creativity: 06. Staying Creative
- Critical Observation
- Critical Thinking: Asking Effective Questions
- Cultivating an Ethical Work Culture
- Decimals: Adding and Subtracting Decimals
- Decimals: Dividing Decimals
- Decimals: Introduction to Decimals
- Decimals: Multiplying Decimals
- Decimals: Rounding Decimals
- Decimals: Scientific Notation
- Decimals: Significant Digits
- Do You Need a Meeting? Infographic
- Draft and Maintain a Statement of Values
- Email Etiquette: 01. To Email or Not To Email?
- Email Etiquette: 02. Spelling and Grammar Check
- Email Etiquette: 03. Subject Line
- Email Etiquette: 04. Formatting Your Email
- Email Etiquette: 05. Sending Attachments
- Email Etiquette: 06. Reply Time
- Email Etiquette: 07. When to Cc and Bcc
- Email Etiquette: 08. Using Reply All
- Email Etiquette: 09. Forwarding Emails
- Estimation: Computing Estimation
- Estimation: Visual Estimation
- Estimation: What, When, and Why to Use
- Ethical Decision Making
- Ethics for Managers
- Ethics for Small Businesses
- Expressing Ethics to Customers
- Focusing Your Perspective: The Circles of Control
- Fractions: Adding and Subtracting Fractions
- Fractions: Least Common Denominator
- Fractions: Multiplying and Dividing Fractions
- Fractions: Positive, Negative and Equivalent Fractions
- Fractions: Proper Fractions, Improper Fractions, Mixed Numbers, and Fraction Conversions
- Fractions: Simplifying Fractions
- Fun at Work: 01: The Importance of Humor
- Fun at Work: 02: What's Funny?
- Fun at Work: 03: What's NOT Funny?
- Gathering Data: Costs and Benefits
- Gathering Data: Identifying and Addressing Risks
- Gathering Data: SWOT Analysis
- Gathering Data: Understanding Financial Metrics
- Geometry: Area of a Circle
- Geometry: Area of a Square or Rectangle
- Geometry: Area of a Triangle
- Geometry: Circumference
- Geometry: Geometric Shapes
- Geometry: Lines and Angles
- Geometry: Volume of a Box
- Geometry: Volume of a Cylinder
- Geometry: Volume of a Pyramid
- Graphs: Bar Graph
- Graphs: Circle Graphs
- Graphs: Control Chart
- Graphs: Line Graphs and Trend Analysis
- Graphs: Pareto Chart
- Graphs: XY Grid
- How Much Does Your Meeting Cost?
- How to Avoid and Prevent Unethical Behavior
- How to Deal with Workplace Changes: How to Avoid Getting Laid Off
- How to Deal with Workplace Changes: When a Coworker Leaves
- How To Make a Room: After The Event
- How To Make a Room: Attending an Event
- How To Make a Room: Preparing For an Event
- Insider Trading
- Insider Trading Prevention
- Introduction to Math: Adding and Subtracting
- Introduction to Math: Choosing the Right Operation
- Introduction to Math: Estimation Basics
- Introduction to Math: Fighting the Fear
- Introduction to Math: Finding Averages
• Issue of Access Devices
• Journey to Lean
• Make More Money
• Managing Money
• Managing Spending
  • Mastering QuickBooks Online - Basics (2021): Lesson 1 - Introduction
  • Mastering QuickBooks Online - Basics (2021): Lesson 10 - Tracking Mileage
  • Mastering QuickBooks Online - Basics (2021): Lesson 11 - Expenses Memos
  • Mastering QuickBooks Online - Basics (2021): Lesson 12 - Entering Bills
  • Mastering QuickBooks Online - Basics (2021): Lesson 13 - Paying Bills
  • Mastering QuickBooks Online - Basics (2021): Lesson 14 - Managing Purchase Orders
  • Mastering QuickBooks Online - Basics (2021): Lesson 15 - Create a New Customer
  • Mastering QuickBooks Online - Basics (2021): Lesson 16 - Creating Products and Services
  • Mastering QuickBooks Online - Basics (2021): Lesson 17 - Sales Tax Center
  • Mastering QuickBooks Online - Basics (2021): Lesson 18 - Automated Sales Tax Center
  • Mastering QuickBooks Online - Basics (2021): Lesson 19 - Preparing and Sending Invoices
  • Mastering QuickBooks Online - Basics (2021): Lesson 2 - Choosing the Right Version
  • Mastering QuickBooks Online - Basics (2021): Lesson 20 - Recording Customer Payments
  • Mastering QuickBooks Online - Basics (2021): Lesson 21 - Recording Bank Deposits
  • Mastering QuickBooks Online - Basics (2021): Lesson 22 - Recording Barter Transactions
  • Mastering QuickBooks Online - Basics (2021): Lesson 23 - Handling Returned Payments
  • Mastering QuickBooks Online - Basics (2021): Lesson 24 - Recording Customer Advanced Payments Part 1
  • Mastering QuickBooks Online - Basics (2021): Lesson 26 - Invoicing Billable Expenses
  • Mastering QuickBooks Online - Basics (2021): Lesson 27 - Searching
  • Mastering QuickBooks Online - Basics (2021): Lesson 28 - Customizing Reports
  • Mastering QuickBooks Online - Basics (2021): Lesson 29 - Searching
  • Mastering QuickBooks Online - Basics (2021): Lesson 3 - Navigating the Interface
  • Mastering QuickBooks Online - Basics (2021): Lesson 4 - Setting Preferences
  • Mastering QuickBooks Online - Basics (2021): Lesson 5 - Creating the Chart of Accounts
  • Mastering QuickBooks Online - Basics (2021): Lesson 6 - The Banking Center Part 1
  • Mastering QuickBooks Online - Basics (2021): Lesson 7 - The Banking Center Part 2
  • Mastering QuickBooks Online - Basics (2021): Lesson 8 - Reconciling Bank Accounts
  • Mastering QuickBooks Online - Basics (2021): Lesson 9 - Navigating the Dashboard
  • Monitoring and Collecting Accounts Receivable
  • Mortgage Servicing
  • Negotiable Instruments and Endorsement
  • Office of Foreign Assets Control
• Paying off Debt
• Payroll Tax Updates for 2022
• Personal Finance Insuring Your Future
• Personal Finance Investing Wisely
• Personal Finance Managing Healthcare Costs
• Personal Finance Purchasing a Car
• Personal Finance Purchasing a Home
• Personal Finance Understanding Taxes
• Principles of Accounting: 01. Principles of Accounting
• Principles of Accounting: 02. Common Accounting Terms
• Principles of Accounting: 03. Cash vs. Accrual Basis
• Principles of Accounting: 04. Fraud
• QuickBooks© 2011
• QuickBooks© 2012
• QuickBooks© Accounts Payable
• QuickBooks© Online Inventory Management
• QuickBooks© Online Pro for Bookkeepers and Accountants
• QuickBooks© Payroll Training
• QuickBooks® A 60-Minute Crash Course
• Real Estate Settlement Procedures Act: Disclosures
• Real Estate Settlement Procedures Act: Kickbacks, Title Insurance, and Escrows
• Reconciliation of Accounts
• Receipts and Periodic Statements
• Records Retention Guidelines for Financial Institutions
• Regulation B: What Is the Equal Credit Opportunity Act?
• Regulation BB and the Community Reinvestment Act
• Regulation C Home Mortgage Disclosure Act
• Regulation CC: 01 Expedited Funds Availability Act Basics
• Regulation CC: 01. Expedited Funds Availability Act
• Regulation CC: 02 Expedited Funds Availability Act Exception Holds
• Regulation CC: 03 Expedited Funds Availability Act Check 21
• Regulation E: Changes in July 2010
• Regulation E: Disclosures Part 1
• Regulation E: Disclosures Part 2
• Regulation E: Electronic Check Conversion
• Regulation E: Electronic Transaction Overdraft Services Opt-In
• Regulation E: Error Resolution and Consumer Liability Part 1
• Regulation E: Error Resolution and Consumer Liability Part 2
• Regulation E: Error Resolution and Consumer Liability Part 3
• Regulation E: Issuance of Access Devices
• Regulation E: Overview
• Regulation E: Preauthorized Transfers
• Regulation E: Receipts and Periodic Statements
• Regulation E: The Prepaid Rule Part 1
• Regulation E: The Prepaid Rule Part 2
• Regulation O: Rules and Regulations of Regulation O
• Regulation W
• Responsibilities of the Teller
• Right to Financial Privacy Act Part 1
• Right to Financial Privacy Act Part 2
• Right to Financial Privacy Act: Gramm-Leach-Bliley Act - Title V
• Right to Financial Privacy Act: Introduction
• Right to Financial Privacy Act: USA PATRIOT Act
• Saving Money
• Taking the Applications
• Teller Cash Handling
• The Decision
• The Fair Housing Act
• The Federal Reserve and Monetary Policy
• The Financial Institutions Reform, Recovery and Enforcement Act of 1989
• The Fundamentals of Cash Flow Forecasting
• The Military Lending Act
• The National Flood Insurance Program: The Private Flood Insurance Rule
• The SAFE Banking Act of 2021
• The Truth in Lending Act
• Travel Pay and FLSA Compliance 2023
• Truth in Savings Act: Regulation DD Part 1
• Truth in Savings Act: Regulation DD Part 2
• Types ofCheck Fraud
• UCC Article 9 Update
• Understanding Credit
• Underwriting
• Use and Understand Purchase Agreements
• Verification
• Vocabulary Challenge: Basics Accounting
• What’s a UDAAP?

Human Resources
• 60 Secrets to Successful Employee Orientation
• 7 Steps to Better Written Policies and Procedures
• 90 Days 90 Ways
• Achieving 100% Compliance of Policies and Procedures
• ADA and Reasonable Accommodation in the Workplace
• Age Discrimination in Employment Act for Employees
• Age Discrimination in Employment Act for Managers
• Alcohol Abuse
• Alcohol Abuse: 01. Training Responsibilities
• Alcohol Abuse: 02. Rules and Regulations
• Alcohol Abuse: 03. Who Should I Test?
• Alcohol Abuse: 04. How Do I Know if Someone is Impaired?
• Alcohol Abuse: 05. What Are the Testing Procedures?
• Alcohol Abuse: 06. What Happens if My Employee Fails an Alcohol Test?
• Alcohol Abuse: 07. What Happens If My Employee Refuses an Alcohol Test?
• Alcohol Abuse: 08. Record Keeping
• Alcohol Abuse: 09. Employee Training
• Americans with Disabilities Act for Employees
• Americans with Disabilities Act for Managers
• An Introduction to HIPAA
• Analyze Human Capital with HR Metrics
• Anti-Harassment for Bystanders: 01. Intro to Anti-Harassment for Bystanders
• Anti-Harassment for Bystanders: 02. Bystanders and the Bystander Effect
• Anti-Harassment for Bystanders: 03. An Intervention Mindset
• Anti-Harassment for Bystanders: 04. How To Intervene in Sexual Harassment
• Anti-Harassment for Bystanders: 05. Harassment Bystander Scenarios
• Anti-Harassment for Bystanders: 06. Review of Bystander Training
• Anti-Harassment: 01. Anti-Harassment for Everyone
• Anti-Harassment: 02. Anti-Harassment for Managers
• Anti-Harassment: 03. Investigating Harassment Claims
• Anti-Harassment: 04. Writing and Communicating Anti-Harassment Policy
• Anti-Harassment: 05. Sexual Harassment Cases in Court

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Courses Active as of 12/31/2023
Online Courses

- Front of the House: 10. Serving Guests: Table Service
- Front of the House: 11. Serving Guests: Time Management
- Front of the House: 12. Clearing the Table and Closing the Sale
- Front of the House: 13. Tips for Tipped Employees
- Good Manufacturing Practices in the Food Industry Part I
- Good Manufacturing Practices in the Food Industry Part I (Spanish)
- Good Manufacturing Practices in the Food Industry Part II
- Good Manufacturing Practices in the Food Industry Part II (Spanish)
- Government and Markets
- Government Project Management
- Government Transitions
- Government's Place in the Market
- Handling Complaints in the Medical Profession
- Handling Customer Complaints
- Hazard Communication in Hospitality Environments
- Hazard Communication in Hospitality Environments (Spanish)
- Hiring for Small Businesses: Conducting the Interview
- Hiring for Small Businesses: Posting the Job
- Housekeeping 01. Cleaning Guest Rooms
- Housekeeping 02. Cleaning Public Spaces
- Housekeeping 03. Working Safely with Ergonomics
- Housekeeping 04. Interacting with Customers
- How to Reduce Missed Medical Appointments
- Leadership in Government Agencies
- Marketing for Small Business: Marketing Plan
- Marketing for Small Business: Marketing Techniques
- Marketing for Small Business: Tracking Marketing Metrics
- Medical Records and Patient Information Distribution
- Moving to a Paperless Office
- Paralegal Ethics
- Paralegal Proofing
- Paralegal Roles from Preceding to Judgment
- Plain Language for Government
- Preventing Unlawful Harassment for Colleges and Universities: Faculty/Manager Edition
- Records Management in Government Agencies
- Research Skills and Strategies for Paralegals
- Resolving Government Customer Complaints on the Spot
- Retail Conflict Management: 02. Preparation and Scenarios
- Retail Conflict Management: 03. Phases of Escalation
- Retail Conflict Management: 04. De-Escalation
- Retail Conflict Management: 05. Maintaining Control
- Retailer Profitability Model for Retailers: 01. Introduction
- Retailer Profitability Model for Retailers: 02. Creating Revenue
- Retailer Profitability Model for Retailers: 03. Reducing Expenses
- Retailer Profitability Model for Vendors: 01. Introduction
- Retailer Profitability Model for Vendors: 02. Creating Revenue
- Retailer Profitability Model for Vendors: 03. Reducing Expenses
- Retailer Profitability Model for Vendors: 04. Frequency
- Retailer Profitability Model for Vendors: 05. Reach
- Retailer Profitability Model for Vendors: 06. Items per Customer
- Retailer Profitability Model for Vendors: 07. Price per Item
- Risk Management Basics: Decision Making
- Robbery Training: During a Robbery
- Robbery Training: Robbery Awareness
- Safe Lifting in Food Processing and Handling Environments
- Safety Orientation in Food Processing and Handling Environments
- Sales as an Owner
- Self-Directed Work Teams in a Government Agency
- Selling Nondeposits Investment Products
- Signs of Check Fraud
- Small Business Benefits & Compensation: Fringe Benefits
- Small Business Benefits & Compensation: Optional Benefits
- Small Business Benefits & Compensation: Required Benefits
- Small Business Finance: Accounting Part 1
- Small Business Finance: Accounting Part 2
- Small Business Finance: Payroll
- Small Business HR Laws: For 100 or More Employees
- Small Business HR Laws: For 15 or More Employees
- Small Business HR Laws: For 20 or More Employees
- Small Business HR Laws: For 50 or More Employees
- Small Business HR Laws: For All Sizes of Businesses
- Social Media in Government
- The Bank Bribery Act
- The Dream
- The Importance of Good Communication Skills
- The Power of Data in Government Agencies
- The Small Business Guide to Government Contracts
- Tourist Attractions: 01. Overview
- Tourist Attractions: 02. Serving the Guest
- Unlawful Harassment for Colleges: Non-Managerial Employee Version
- Valet: 01. Appearance and Professionalism
- Valet: 02. Parking Vehicles
- Valet: 03. Returning Vehicles
- Valet: 04. Safety Essentials
- Wearing Multiple Hats
- Working in Retail: How to Give Exceptional Service
- Working in Retail: How to Handle Feedback
- Working in Retail: How to Stay Positive with Customers
- Working in Retail: How to Upsell
- Working in Retail: Managing Retail Employees
- Working in Retail: Who is your Customer?, I Can’t Find This
- Working in Retail: Who is your Customer?, I’m Just Looking
- Working in Retail: Who is your Customer?, I’m on a Mission
- Working in Retail: Who is your Customer?, I’m With My Kids, Please Hurry.
- Working in Retail: Who is your Customer?, I’ve Got a Coupon for That
- Working in Retail: Who is your Customer?, I’ve Got Time and Money
- Workplace Violence in Food Processing and Handling Environments
- Became an Angular Developer in Five Minutes
- Certified Cloud Security Officer
- Certified Digital Forensics Examiner
- Certified Information Security Manager (CISM) Part 1
- Certified Information Security Manager (CISM) Part 2
- Certified Professional Ethical Hacker
- Cisco CCNP Enterprise ENARSI (Exam 300-410)
- Cisco CCNP Enterprise ENCOR (350-401) - Part 1 of 2
- Cisco CCNP Enterprise ENCOR (350-401) - Part 2 of 2
- Cisco Certified Network Associate: 200-301 CCNA Part 1
- Cisco Certified Network Associate: 200-301 CCNA Part 2
- CISSP: Certified Information Systems Security Professional Part 1
- CISSP: Certified Information Systems Security Professional Part 2
- CISSP: Certified Information Systems Security Professional Part 3
- CISSP: Certified Information Systems Security Professional Part 4
- CISSP: Certified Information Systems Security Professional Part 5
- Complete DevOps Engineer Course 2.0 - Java and Kubernetes - Part 1
- Complete DevOps Engineer Course 2.0 - Java and Kubernetes - Part 2
- Complete Ethical Hacking Course 2.0: Python and Kali Linux
- CompTIA A+ 220-1101
- CompTIA A+ 220-1102
- CompTIA CASP+ (CAS-004) (Part 1 of 2)
- CompTIA CASP+ (CAS-004) (Part 2 of 2)
- CompTIA Cloud+(CV0-003) - Part 1
- CompTIA Cloud+(CV0-003) - Part 2
- CompTIA CySA+(CS0-002) Part 1
- CompTIA CySA+(CS0-002) Part 2
- CompTIA Network+(N10-008) Part 1
- CompTIA Network+(N10-008) Part 2
- CompTIA Project+(PK0-005) - Part 1
- CompTIA Project+(PK0-005) - Part 2
- CompTIA Security+(SY0-601) Part 1
- CompTIA Security+(SY0-601) Part 2
- CyberSec First Responder: Threat Detection and Response Part 1
- CyberSec First Responder: Threat Detection and Response Part 2
- Cybersecurity: An Overview
- Cybersecurity: Email Best Practices
- Cybersecurity: Understanding Phishing
- Cybersecurity: Web Protection
- Defining Cybersecurity
- Developing SQL Data Models 70-768
- Developing SQL Databases 70-762
- DevOps Fundamentals With Agile
- Dynamic and Interactive web pages - beginners Javascript DOM
- Effective Network Security
- Fundamentals of Angular
- GDPR
- GDPR Office 365 Readiness Course Part 2 of 2
- Google Sheets as JSON data source for JavaScript
- Hands-on with Windows Server 2019
- HTML5: Advanced
- HTML5: Basic
- Intermediate and Advanced Java Programming
- Intro to Data Literacy: Lesson 1 - Introduction
- Intro to Data Literacy: Lesson 10 - Data Analytics Roles
- Intro to Data Literacy: Lesson 2 - Hello Analytics
- IT
- Amazon AWS EC2 Masterclass
- Amazon AWS QuickSight, Glue, Athena and S3 Fundamentals
- Amazon AWS Certified Big Data - Specialty (Part 1 of 2)
- Amazon AWS Certified Big Data - Specialty (Part 2 of 2)
- Amazon AWS Certified Cloud Practitioner (CLF-C01)
- Amazon AWS Certified Developer - Associate - Part 1 of 2
- Amazon AWS Certified Developer - Associate - Part 2 of 2
- Amazon AWS Certified DevOps Engineer - Professional - Part 1 of 2
- Amazon AWS Certified DevOps Engineer - Professional - Part 2 of 2
- Amazon AWS Certified SysOps Administrator - Associate - Part 1 of 2
- Amazon AWS Certified SysOps Administrator - Associate - Part 2 of 2
- Amazon AWS Certification Bootstrap Exam SOA-C01

Courses Active as of 12/31/2023
• Resource: Action Plan for Growth
• Resource: Challenging Self-Limiting Beliefs
• Resource: Finding Your Professional Sweet Spot
• Resource: Prioritization Matrix
• Resource: SCAN Assessment
• Resource: Task Organizer
• Rethinking Brainstorming
• Returning from Maternity Leave
• Returning to Work After a Gap: 01. Revamping Your Resume
• Returning to Work After a Gap: 02. Interviewing After a Gap
• Returning to Work After a Loss: When a Coworker Dies
• Returning to Work After a Loss: When a Coworker Loses a Loved One
• Returning to Work After a Loss: When You’ve Lost a Loved One
• Returning to Work After Vacation
• Safe Money Millionaire
• Safety for Managers: Powered Industrial Trucks for Managers
• Seasonal Affective Disorder
• Self-Assessment: Are You A Practical Planner?
• Self-Assessment: Are You A Skilled Listener?
• Self-Assessment: Are You Effective at Building Rapport and Trust?
• Self-Assessment: Behavioral Styles
• Self-Assessment: Do You Delegate Well?
• Self-Assessment: Do You Have A Problem-Solving Mindset?
• Self-Assessment: How Emotionally Intelligent Are You?
• Self-Assessment: How Well Do You Handle Conflict and Confrontation?
• Self-Assessment: How Well Do You Handle Difficult Situations?
• Self-Assessment: What’s Hindering Your Productivity?
• Self-Assessment: What’s Your Behavioral Style?
• Self-Assessment: What’s Your Learning Style?
• Self-Assessment: What’s Your Productivity Style?
• Self-Assessment: Working Styles
• Selfies Gone Wrong
• Setting and Managing Priorities: Balancing Personal and Organizational Priorities
• Setting and Managing Priorities: Deciding What’s Really a Priority
• Setting and Managing Priorities: Establishing a Productive Daily Routine
• Setting and Managing Priorities: How to Say ‘No’ When You Have Too Many Priorities
• Setting and Managing Priorities: Managing Priorities in a Remote Work Environment
• Setting and Managing Priorities: Positive Procrastination and Perhaps Lists
• Setting and Managing Priorities: Sticking to a Routine with the Don’t Break the Chain Technique
• Setting and Managing Priorities: Tackle Your To-Do List
• Setting and Managing Priorities: Using the 80/20 Rule for Quick Prioritization
• Setting and Managing Priorities: When Everything is a Priority
• Setting Your Development Goals
• So You Have a New Boss
• Stop Throwing People Under the Bus
• Stopping the Drama
• Strategic Thinking
• Strengths Finder 2.0
• Stress Management for Women
• Stress Management: Avoidable Stress
• Stress Management: Handling Stress
• Stress Management: Managing Stress
• Stress Management: Unavoidable Stress
• Stress Management: Understanding Stress
• Study Skills: How to Study Effectively
• Study Skills: Study Location
• Study Skills: Studying in Groups
• Study Skills: When to Study
• Supercompetent
• Surviving Poor Decisions
• Swallow Your Pride
• Take a Deep Breath
• Take Charge of Your Talent
• Taking Control of Your Career: 01. Planning
• Taking Control of Your Career: 02. Knowing Yourself
• Taking Control of Your Career: 03. Taking Action
• Taking Initiative
• The Art of Saying No
• The Benefits of Time Off
• The Better Money Method
• The Craft of Winning Others
• The Do’s and Don’ts of Success
• The Empress Has No Clothes
• The Four Attachment Styles
• The Growth Mindset: 01. The Growth Mindset: Embracing Yet
• The Growth Mindset: 02. Developing the Growth Mindset
• The Growth Mindset: 03. Limitations of a Fixed Mindset
• The Money Flow
• The ROI of Green
• The Science of Personal Productivity: Lesson 1 - Schedule
• The Science of Personal Productivity: Lesson 10 - Managing Stress
• The Science of Personal Productivity: Lesson 2 - Accountability
• The Science of Personal Productivity: Lesson 3 - Personal Forgiveness
• The Science of Personal Productivity: Lesson 4 - The Power of "No"
• The Science of Personal Productivity: Lesson 5 - Changing Your Environment
• The Science of Personal Productivity: Lesson 6 - Decision Fatigue
• The Science of Personal Productivity: Lesson 7 - Your Mindset
• The Science of Personal Productivity: Lesson 8 - Effective Communication
• The Science of Personal Productivity: Lesson 9 - Perfectionism
• The Science of Sleep: How Much Sleep Do You Need
• The Science of Sleep: Sleep Hygiene
• The Science of Sleep: Sleeping for Shift Work
• The Science of Sleep: The Science of Sleep
• The Toxic Work Environment: Fixing a Toxic Workplace
• The Toxic Work Environment: Signs of a Toxic Workplace
• The Toxic Work Environment: Surviving a Toxic Workplace
• Think Before You Speak
• Think Big, Live Large
• Top Productivity Apps
• Training Matters: Combating the Forgetting Curve - Employees
• Training Matters: Combating the Forgetting Curve - Managers
• Training Matters: Making Time for Training
• Troubleshoot Before Calling the IT Helpdesk
• Turning an Internship into Full-time
• Understanding Headaches: Surprising Headache Triggers
• Understanding Headaches: Understanding Headaches
• Understanding Stress
• Understanding Stress and Burnout
• Vocabulary Retention Tips and Tricks
• Voting Essentials: Beyond the Presidency
• Voting Essentials: Election Day
• Voting Essentials: Finding Common Ground
• Voting Essentials: News Literary
• Voting Essentials: Political Parties 101
• Voting Essentials: Registering to Vote
• Voting Essentials: Single Issue Voting
• Voting Essentials: Voting for President
• Voting Essentials: Why Should I Vote?
• Voting Essentials: Your Voting Rights
• Water Conservation
• When To Let It Go
• When Your Head Isn’t in Work Anymore
• When Your Peer Becomes Your Boss: Adjust to the New Dynamic
• When Your Peer Becomes Your Boss: Capitalize on the Transition
• When Your Peer Becomes Your Boss: Offer Support and Assistance
• When Your Peer Becomes Your Boss: Provide Upwards Feedback
• Work Hacks: 5 Hacks for Workplace Sanity
• Work Hacks: 6 Hacks to Controlling Your Inbox
• Work Hacks: 7 Hacks for Office Productivity
• Work Hacks: 7 Hacks to Maintain Work/Home Balance
• Work Hacks: Go Green
• Working for a Workaholic
• Working in Adversarial Relationships
• Workplace Friendships
• Workplace Life Jacket: 7 Tips to Improve Your Work-Life Balance (French)
• Workplace Life Jacket: 7 Tips to Improve Your Work-Life Balance (French-Canadian)
• Workplace Life Jacket: 7 Tips to Improve Your Work-Life Balance (Spanish)
• Workplace Life Jacket: 8 Tips to Control Your Email (French)
• Workplace Life Jacket: 8 Tips to Control Your Email (French-Canadian)
• Workplace Life Jacket: 8 Tips to Control Your Email (Spanish)
• Workplace Life Jacket: Tips for an Organized Workspace (French)
• Workplace Life Jacket: Tips for an Organized Workspace (French-Canadian)
• Workplace Life Jacket: Tips for an Organized Workspace (Spanish)
• Workplace Life Jacket: Tips to Increase Productivity (French)
• Workplace Life Jacket: Tips to Increase Productivity (French-Canadian)
• Workplace Life Jacket: Tips to Increase Productivity (Spanish)
• Workplace Life Jacket: Tips to Remain Same (French)
• Workplace Life Jacket: Tips to Remain Same (French-Canadian)
• Workplace Life Jacket: Tips to Remain Same (Spanish)
• Your Importance in the Organization
• Your Problem-Solving Mindset
• You Are What You Eat: Brain Food
• You Are What You Eat: Meal Planning
• You Are What You Eat: Reading Food Labels
• You Are What You Eat: You Are What You Eat
• Your Importance in the Organization
• Your Moving Abroad Checklist: 01. Research
• Your Moving Abroad Checklist: 02. Finding a Place to Stay
• Your Moving Abroad Checklist: 03. Paperwork
• Your Moving Abroad Checklist: 04. Money
• Your Moving Abroad Checklist: 05. Packing
• Your Moving Abroad Checklist: 06. Health
• Your Moving Abroad Checklist: 07. Safety
ONLINE COURSES

- Sales Prospecting: How to Leave Sales Voicemails
- Sales Prospecting: Sales Analytics and Metrics
- Sales Prospecting: Social Media Networking
- Sales Prospecting: The Flipped Sales Funnel
- Sales Prospecting: The Link Between Marketing and Sales
- Sales Prospecting: The Original Sales Funnel
- Sales Prospecting: The Sales Pipeline
- Sales Time Management
  - Sales: Attitude is Everything
  - Sales: Attitude is Everything (French)
  - Sales: Attitude is Everything (French-Canadian)
  - Sales: Attitude is Everything (Spanish)
  - Sales: Boost Your Selling Power
  - Sales: Boost Your Selling Power (French)
  - Sales: Boost Your Selling Power (French-Canadian)
  - Sales: Boost Your Selling Power (Spanish)
  - Sales: Create Sales Proposals
  - Sales: Create Sales Proposals (French)
  - Sales: Create Sales Proposals (French-Canadian)
  - Sales: Create Sales Proposals (Spanish)
  - Sales: Overcoming Objections
  - Sales: Overcoming Objections (French)
  - Sales: Overcoming Objections (French-Canadian)
  - Sales: Overcoming Objections (Spanish)
  - Sales: Qualifying Prospects
  - Sales: Qualifying Prospects (French)
  - Sales: Qualifying Prospects (French-Canadian)
  - Sales: Qualifying Prospects (Spanish)
  - Sales: Set Goals and Manage Time
  - Sales: Set Goals and Manage Time (French)
  - Sales: Set Goals and Manage Time (French-Canadian)
  - Sales: Set Goals and Manage Time (Spanish)
  - Sales: Tips for Successful Sales
  - Sales: Tips for Successful Sales (French)
  - Sales: Tips for Successful Sales (French-Canadian)
  - Sales: Tips for Successful Sales (Spanish)
- Salesforce Essentials: Lesson 1 - Introduction
- Salesforce Essentials: Lesson 10 - Managing Opportunities
- Salesforce Essentials: Lesson 11 - Creating Custom Views
- Salesforce Essentials: Lesson 12 - Using Salesforce Search
- Salesforce Essentials: Lesson 13 - More Features
- Salesforce Essentials: Lesson 2 - Getting Started
- Salesforce Essentials: Lesson 3 - The Interface
- Salesforce Essentials: Lesson 4 - Standard Objects
- Salesforce Essentials: Lesson 5 - Managing Leads
- Salesforce Essentials: Lesson 6 - Tracking Activities, Part 1
- Salesforce Essentials: Lesson 7 - Tracking Activities, Part 2
- Salesforce Essentials: Lesson 8 - Converting a Lead
- Salesforce Essentials: Lesson 9 - Managing Accounts
- Sell Without Selling
- Selling at a Distance: Gathering Prospect Information
- Selling at a Distance: Phone Selling
- Selling at a Distance: The Virtual Presentation
- Selling New Products
- Selling Strategies: Consultative Selling
- Selling Strategies: Cyclical Selling
- Selling Strategies: Field Sales
- Selling Strategies: STUM Selling
- Selling Strategies: Tiered Selling
- Selling Strategies: Upsell and Add-Ons
- Selling to a High C
- Selling to a High D
- Selling to a High I
- Selling to a High S
- Selling To Different Customer Roles
- Selling to the C-Suite
- Selling Value Over Price
- Smile!
- Speaking Customer
- Successful Selling in Today's Economy
- Territory Management: Analyzing a Territory
- The Accidental Salesperson
- The Sales Process: Advanced Questioning Techniques
- The Sales Process: No Fuss Closing
- The Sales Process: Overcoming Objections
- The Sales Process: Recovering Needs
- The Sales Process: Utilizing DSC in Sales
- The Secrets of Successful Negotiating
- The Dinner Need
- Turning Features into Benefits
- Upsell With Confidence
- Utilizing DSC in Sales
- Virtual Selling: Lesson 1 - Introduction
- Virtual Selling: Lesson 10 - Using Stories
- Virtual Selling: Lesson 11 - Virtual Meeting Etiquette
- Virtual Selling: Lesson 12 - The Virtual No-Show
- Virtual Selling: Lesson 13 - Two-Way Versus One-Way Communication
- Virtual Selling: Lesson 14 - Create Connections Using the Power of Six, Part 1
- Virtual Selling: Lesson 16 - Let's Talk Video Messaging
- Virtual Selling: Lesson 17 - Producing a Personal Video
- Virtual Selling: Lesson 18 - Ten Tips for Using LinkedIn
- Virtual Selling: Lesson 19 - The Cadence of Follow-Up
- Virtual Selling: Lesson 2 - Reactive vs. Proactive Selling
- Virtual Selling: Lesson 3 - Virtual Selling Is Here to Stay
- Virtual Selling: Lesson 4 - It's Not What You Say, It's How You Say It
- Virtual Selling: Lesson 5 - My Generation
- Virtual Selling: Lesson 6 - The Advantages of Virtual Selling
- Virtual Selling: Lesson 7 - The Disadvantages of Virtual Selling
- Virtual Selling: Lesson 8 - Getting Set for a Virtual Meeting
- Virtual Selling: Lesson 9 - Masterful Virtual Meetings
- What is a Sales Process?
- What’s Right for This Prospect, Today?
- When to Shut Up

**Time Management**

- 8-Week Get Organized Diet - Quick Reference
- Brain Bites - Time Management: Lesson 1 - Time Management Part 1 (Spanish)
- Brain Bites - Time Management: Lesson 2 - Time Management Part 2 (Spanish)
- Common Time Management Problems: 01. Procrastination
- Common Time Management Problems: 02. Procrastination
- Cooperative Time Management
- Effective Time Management: Bullet Journaling Basic
- Effective Time Management: The Pomodoro Technique
- Effective Time Management: Time Blocking and Focus Time
- Effective Time Management: Workday Planning Techniques
- Handling Interruptions
- How to Manage Your Time Effectively (French)
- How to Manage Your Time Effectively (French-Canadian)
- How to Manage Your Time Effectively (Spanish)
- It's About Time
- Managing Your Time
- Planning and Prioritizing Your Time Effectively - 06/17/2020 Live Recording
- Survey Says: Top Time-Wasters at Work
- Tackle These 10 Time Wasters Worksheet
- The Secrets of Successful Time Management
- The Time of Your Life (French)
- The Time of Your Life (French-Canadian)
- The Time of Your Life (Spanish)
- Time Management: Clear Mental Clutter
- Time Management: Make Meetings Work
- Time Management: Prioritize Your Work
- Time Management: Time Manage Projects
- Time Tracking Log Worksheet
- To-Do List Tool: Paired Comparison
- To-Do List Tool: Rocks, Pebbles, and Sand
- Work Life Balance Tool

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